

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Records. This is Justin. How can I help you today? Um, hi, Justin. Um, I called, um, a few days ago about, um, my account. Um, I have, um, a, um, uh... Oh, god. I'm so sorry. I have, um, a account with you guys with the dental and health insurance, but, uh, is it possible I could cancel the health ins- insurance? You want to drop the health insurance and keep dental or j- cancel everything? Yes. No, drop the health and keep the dental. Okay. What's the staffing agency you work for? Um, HSS. And the last four of your Social? 3147. And what was your first and last name? Farah, F-A-R-A-H. Lubrun, L-U-B-R-U-N. And for security purposes, could you verify the home address, including city, state and zip code, Sarah? Um, it's 1719 Americana Boulevard, Orlando, Florida 32839. And your date of birth? July 17, 1985. And a good telephone number has 407-652-8506? Yes. And the email address is sarahlubrun at gmail? Dot com, yes. Okay, so let's see here. And just to confirm, you wanted to drop the medical and keep the dental for employee plus child, correct? Yes. Okay. So your current deductions right now with the medical and the dental was \$34.76. However, dropping the medical plan would... and keeping dental would make your new total deductions \$8.92 a week. Do you authorize HSS to make that deduction for you? Yes. Okay. Um, so I do want to let you know that there is a pending enrollment that will take one to two weeks to go through. And then whenever you witness that first payroll deduction of the \$8.92 come off your paycheck, that's how you know the medical plan was dropped from the coverage. Um, but other than that- Okay. ... Sarah, is there anything else I could help you out with today? Um, no, that's it. Oh, so it will... So it will be dropped by the next pay week? Uh, one to two weeks. One to two weeks? Okay. Is there anything else I could help you out with today? No, that's it. Thank you. You're welcome. You have a great weekend, okay? Okay, thanks. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker_2: Um, hi, Justin. Um, I called, um, a few days ago about, um, my account. Um, I have, um, a, um, uh... Oh, god. I'm so sorry. I have, um, a account with you guys with the dental and health insurance, but, uh, is it possible I could cancel the health ins- insurance?

Speaker speaker_1: You want to drop the health insurance and keep dental or j- cancel everything?

Speaker speaker_2: Yes. No, drop the health and keep the dental.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Um, HSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3147.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Farah, F-A-R-A-H. Lubrun, L-U-B-R-U-N.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Sarah?

Speaker speaker_2: Um, it's 1719 Americana Boulevard, Orlando, Florida 32839.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: July 17, 1985.

Speaker speaker_1: And a good telephone number has 407-652-8506?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email address is sarahlubrun at gmail?

Speaker speaker_2: Dot com, yes.

Speaker speaker_1: Okay, so let's see here. And just to confirm, you wanted to drop the medical and keep the dental for employee plus child, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So your current deductions right now with the medical and the dental was \$34.76. However, dropping the medical plan would... and keeping dental would make your new total deductions \$8.92 a week. Do you authorize HSS to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I do want to let you know that there is a pending enrollment that will take one to two weeks to go through. And then whenever you witness that first payroll deduction of the \$8.92 come off your paycheck, that's how you know the medical plan was dropped from the coverage. Um, but other than that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Sarah, is there anything else I could help you out with today?

Speaker speaker_2: Um, no, that's it. Oh, so it will... So it will be dropped by the next pay week?

Speaker speaker_1: Uh, one to two weeks.

Speaker speaker_2: One to two weeks? Okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: Bye.